

Conflict Management & Resolution

presented by the proven facilitators of



AGC Georgia Training Center; 1940 The Exchange, Atlanta 30339

November 1, 2018

Conflict is a normal outcome of engaged employees. When people care about where they work and what they do, they tend to have strong opinions and preferred ways of working. The leader's role in this process is to know his/her own engagement patterns, identify budding conflicts early with people and teams, and create an environment that encourages engaging in productive discussion and debate to resolve issues.

Conflict is inevitable – but doesn't have to be painful! It can be the catalyst that enables conversations for people to feel heard and understood, and where creative solutions are formed.

In this course you will:

- Discover the simple but overlooked things that cause conflict in organizations
- Understand the three categories of reasons people disagree and what it takes to resolve each
- Recognize the physiological signs of conflict and learn how to manage your response and that of others
- Identify your primary conflict management style and the associated behaviors
- Learn a framework for conflict management and resolution that cultivates healthy outcomes
- Use your reflective listening skills to manage strong emotions, and uncover unmet needs of each party during a conflict
- Work collaboratively to find solutions to meet the needs of all parties involved in a conflict

Who should attend: Leaders with direct reports, project managers

Course Length: 8 hours of instruction (*completed in one day*)

Conflict Management & Resolution will be hosted from 8:00 a.m. to 5:00 p.m. on November 1, 2018.

Note: Life-Long Leadership facilitates professional development sessions for AGC Georgia's Executive Alliance (EA). The above sessions are NOT a replication of any content provided to EA members.

About Life-Long Leadership, Inc. (aka L3) is an Atlanta-based leadership development organization specializing in leadership workshops, executive coaching, team development and intervention, course and curriculum design, strategic change navigation, organizational effectiveness, and diversity training. L3 works with organizations such as Chick-fil-A, SunTrust, The Bill & Melinda Gates Foundation, The Home Depot, Windham Brannon, and many others to build up teams and individuals that understand their leadership potential and impact.

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Registration Information

- Lunch and course materials are included with all registration options.
- AGC Georgia members save \$20 by registering at www.agcga.org
 - All options increase \$20 if registration is received within two weeks of class start date.

Pricing Options

- **\$279** – A representative of an AGC Georgia member
- **\$249** – A member of the AGC Georgia's Young Leadership Program(YLP)
- **\$379** – A representative of a non-AGC Georgia member

Registrant Information

Name: _____

Company: _____

Registrant's Email: _____ Registrant's Cell #: _____

Paying by:

- Check: Make payable to AGC Georgia. Mail copy of this completed form with check to:
Wells Fargo Bank / AGC Georgia; P. O. Box 934023; Atlanta, GA 31193-4023

Charge AmEx MC Visa Discover **TOTAL AMOUNT DUE \$ _____**

Name on Card: _____ Card # _____ Exp. _____

Regardless of payment method, please use one of the methods below to return this form:

- **Electronically:** Use "Click to Submit" button to attach to an automated email
- **Fax:** 678-298-4101
- **Email:** (after manually filling out form): registration@agcga.org

For more information, please contact Cindy Parham @ 678-298-4112 or parham@agcga.org.

Cancellation policy: The registration fee is fully refundable up to one week prior to the event. If you do not cancel before the one-week period or do not attend the offering, the registration fee will not be refunded. Substitutions are encouraged and may be made by calling 678.298.4112. A confirmation email will be sent one week prior to the course.